CITY OF HOUSTON
Job Posting

1	Applications accepted from:	**ALL PERSONS INTERESTED**
2	**Job Classification**	**SYSTEMS SUPPORT ANALYST II**
3	**Posting Number**	**PN# 109978**
4	**Department**	**Health & Human Services**
5	**Division**	**Office of Surveillance & PH Preparedness**
6	**Section**	**Information Systems Administration**
7	**Reporting Location**	**8000 N. Stadium Dr., 7th Floor**
8	**Workdays & Hours**	**M - F, 8 a.m. - 5 p.m.***

*Subject to change

9 DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS

Under moderate supervision, maintains one or more operating systems software packages. Acts as liaison between user and computer operations in handling activities necessary to the operations of the data center. Analyzes operational procedures to devise more efficient methods of maintaining the data center.

CORE FUNCTIONS
- Conducts projects as required to meet the objectives of the Environmental Public Health Tracking Network (EPHTN) grant as assigned within time limits to those projects. Participates in the development of the EPHTN plan to ensure that the systems developed adhere to Public Health Information Network (PHIN) and National Electronic Disease Surveillance System (NEDSS) standards.
- Assists users in assessing specific computer needs and applies suggestions for improved data/network access. Computer needs may include resolution of problems between clients and applications related to computer operation and/or application procedures.
- Installs and maintains software products, implements data back-up policies, and ensures compliance with necessary security guidelines to protect critical systems and application data.
- Installs and configures hardware and software solutions to support Local Area Network (LAN)/Wide Area Network (WAN), workstations, and stand-alone personal computers. Identifies priority issues and disseminates relevant information quickly. Responds to service requests within a 24-hour response time.
- Responsible for troubleshooting internal and external users/clients access to system resources (i.e., EPHTN, PHIN) and applications that are governed by public health preparedness.
- Responsible for gathering and organizing hardware and software inventory while creating, implementing and enforcing security policies based on the Centers for Disease Control and Prevention (CDC), Texas Department of Health (TDH), and Health Insurance Probability and Accountability Act (HIPAA) requirements and/or other related security guidelines. Tracks warranty status of equipment and software license renewals.

10 WORKING CONDITIONS

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

11 MINIMUM EDUCATIONAL REQUIREMENTS

Requires a Bachelor's degree in Business, Engineering, Computer Science, Economics or a closely related field.

12 MINIMUM EXPERIENCE REQUIREMENTS

Two (2) years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field are required. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

13 MINIMUM LICENSE REQUIREMENTS

A valid Texas Driver's License and compliance with the City of Houston's policy on driving (AP2-2).

14 PREFERENCES
- A+ Certification and at least one other certification.
- Two (2) years experience desktop support with Microsoft XP, Office 2003, Windows 2003 Enterprise server environment. Outlook configuration for synchronization with Exchange Server and Blackberry.
- Must be able to provide support with minimal assistance.

15 SELECTION/SKILLS TESTS REQUIRED   None

16 SAFETY IMPACT POSITION   ☐ Yes ☒ No

This position is subject to random drug testing and if candidate is promoted into this position, he/she must pass an assigned drug test.

17 SALARY INFORMATION   GRANT FUNDED POSITION

Grant positions are dependent upon continued available funds. If funding is no longer available, employee may be laid off or transferred. Factors used in determining the salary offered include the candidate's qualifications as well as the pay rates of other employees in this classification. The salary range is:

<u>Salary Range - Pay Grade 19</u>
$1,094 - $2,021 Biweekly $28,444 - $52,546 Annually

18 OPENING DATE   April 26, 2006

19 CLOSING DATE   Open Until Filled

20 APPLICATION PROCEDURES

Original applications only and resumes are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker St., 1st floor. **Our TDD (Telephone Device for the Deaf) phone number is (713) 837-9471. For application status inquiries, please call (713) 794-9142. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided.**

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